



**Responses to Inquiries
RFP 14-15
Software Quality Assurance Managed Services**

1. Questions with specific reference to documentation in the RFP

Question/ Clarification	INPRS Comments
What else does the application environment include, other than items listed (ERM....Web-based applications)?	Refer to Section 3.3.2 Current Technical Environment for additional information.
How many test scripts currently for each system?	<p>The number of test scripts varies based on the changes in each release. Anecdotally, we will see 300 scripts per application per release. This number can vary significantly based on complexity and scope of the release.</p> <p>Each cycle has to build new sets of scenarios with corresponding scripts.</p> <p>The regression scenarios are reusable for each system.</p> <p>The regression scenarios are reusable for each system. As examples, today that represents 80 scripts for ERM, 150 for EBS , 100 for INPAS and 75 for Web applications.</p>
How frequent are the production releases? Is there a production release for every build?	<p>Monthly Code releases for each system and Data fixes release every week.</p> <p>There will be emergency releases depending on production issues.</p> <p>The final build that passes QA/UAT for each release will be deployed to production</p>
Are all systems accessible from off-site locations via web or VPN?	Yes

Please explain the format of the joint sessions to be held the week of Feb 9 th . Will these be individual with each vendor or in group forum?	Individual vendor Format: Q&A with INPRS staff and vendor. This is the vendor's meeting to discuss/validate their approach and for the vendor to ensure the RFP response is appropriate and on target.
Please elaborate by listing key stakeholders who are part of 'INPRS IT leadership'.	Director level and higher
In case the respondent submits the bid as a consortium of subcontractors/ partners, is it expected that the 'Financial Statements' of all parties be disclosed or will that of the Prime vendor alone suffice?	Financial Statements for all involved parties are required.
With reference to 'Creativity in alternative pricing is encouraged to align with the creativity of the proposed solution. Any alternative pricing formats should be in addition to the required pricing in the B.4 format', please clarify whether such creativity is allowed to be exercised to make B.4 more appealing to the parties and/ radically alternate pricing models including the likes of Transactional Pricing, Outcome based Pricing can also be offered?	For consistency in comparing responses, INPRS requires and will utilize the B.4 models. Creativity is encouraged and alternative structures can be considered as the RFP moves into final negotiations.
a) Please define 'Optional/ Periodic Services.' b) Please clarify reason/ basis for listing 'Performance Testing' and 'Data Migration Testing' as 'Optional/ Periodic Services'.	a) Items we don't expect to be part of base cost and will be outside of base cost. b) Not expected as part of every monthly release.
Given that 'INPRS welcomes creative and innovative solutions in all aspects of this RFP', and openness of INPRS in 'locating service provider staff off-site (within the United States)' is the Respondent allowed to structure and quote part of the services as on-site and the rest off-site within the US?	Yes

<p>a) Please elaborate on the relevant, current Knowledge Management system and practices at INPRS.</p> <p>b) Kindly also list strategic changes envisaged in the Knowledge Management system for the next 3-5 years.</p>	<p>Not one in place for now.</p>
<p>Does INPRS have plans to transition the integrated apps on Web services into standard SOA based services?</p>	<p>Architectural discussions around SOA are underway but no formal decision has been made at this time.</p>
<p>Will the Service Provider have SQA responsibility for all systems listed in Section 3.3.2?</p>	<p>Yes</p>
<p>a) Does INPRS have estimate or measure of the “size” of each application/system/component (eg, function points, feature points, LOC’s, etc)?</p> <p>b) Are documented requirements/specifications available for each system/module/component? If so, what standard is being followed for the same? (eg, SRS, use cases, process flow diagrams...)</p> <p>c) Does INPRS have clearly specified and documented levels or goals for non-functional requirements?</p>	<p>a) We don’t measure them by these metrics. (eg, function points, feature points, LOC’s, etc)?</p> <p>b) Yes we have a documented BRD (Business Requirement document) and FRD (Functional Requirement document)</p> <p>c) No</p>
<p>a) Does INPRS have resources such as Walk-through's of all systems, modules and components, with screen shots and work flow diagrams - to train QA/testing staff for Sufficient Application knowledge?</p> <p>b) Can INPRS commit sufficient time of development managers, production managers and/or other relevant staff to the QA/Testing team for clarifications, understanding, trouble shooting, etc.</p>	<p>a) Yes</p> <p>b) Yes</p>
<p>The SOW indicates that there have been</p>	<p>No automation is currently in place. No studies have</p>

attempts at automation and that the named vendor would be tasked with leveraging automation. Have there been any feasibility studies to determine if the applications and manual test beds are good candidates for automation? There were not tools mentioned that exist currently for automation so not sure what has already been done in this area. Can you elaborate?	been done and INPRS expects the Vendor to come in as part of their processes to plan for and engage automated testing. INPRS has a basic belief that the applications are viable for some use of automated testing.
<p>a) When was the INPRS Modernization program completed? What is the planned life of all systems/modules/components?</p> <p>b) What is the Testing Infrastructure currently available for INPRS QA? Is this dedicated or shared?</p> <p>c) Can details of all Test Assets available be provided?</p> <p style="padding-left: 40px;">VIZ: i) tools, ii) # of test cases/scripts – by system/module/component, iii) test reports, iv) hardware servers & desktops dedicated for testing</p> <p>d) Is there a dedicated team/ point of authority responsible for provisioning hardware and software stack required for migration of the Test target (application/system under test) to the Testing Environment for conducting the tests?</p> <p>e) What is the current level of automation? How many automated test scripts are available – by system/module? If available, on what tools & scripting language are these scripts built on?</p> <p>f) Have any Test enablers or Test harnesses been built that allows testing of portions of a system or a cluster of systems in the absence of one or more system(s) or components that are part of the cluster? If so please give details.</p> <p>g) Have any simulators been built for the</p>	<p>a) 2013; N/Ab) Dedicated</p> <p>c) No not at this point.</p> <p>d) Yes</p> <p>IT operations team</p> <p>e) No automation currently in place</p> <p>f) No</p> <p>g) No</p> <p>h) INPRS</p>

purpose described in “f” above? h) Is Data validation currently done by the INPRS DBA & team or is this expected to be covered by the vendor services?	
Please share the rationale of INPRS retaining Security testing (penetration testing) and End-user participation in user acceptance testing.	INPRS wants to retain control of these areas.
With reference to ‘The INPRS Software Quality Assurance function currently has 14 personnel, including 2 dedicated INPRS employees and 12 contractors from iLab’, is it an explicit expectation on part of INPRS that the respondent revisit the # of FTEs required as part of their response?	For the INPRS employees, one will be retained as QA Manager and the other is expected to be hired by awarded firm. INPRS expects the respondent to determine their resource levels required to meet the needs of the RFP. These figures have been provided as additional information to the vendors of existing resource levels.
Please confirm that the two INPRS employees mentioned as part of the QA Team are the ones boxed as one of the three ‘Quality Assurance Team Lead’s and ‘Quality Assurance Employee’.	Confirmed
What is the basis/ rationale for ‘moving from BugZilla to ServiceNow for defect and issue tracking’?	Service Now is the long term solution being utilized across INPRS IT
Please elaborate on ‘There has been some preliminary testing with automation’.	Determining what automation could be used in the QA organization. Several products were evaluated. The determination was made to include tools and selection into this RFP.
a) Please elaborate on the planning process for estimating ‘Builds’ drops every month. b) How are ‘Fixes’ categorized? Please elaborate. Further, please share an indication of ‘best case’, ‘worst case’ and ‘average case’ effort (in terms of and defining FTE or Full Time Equivalent) in relation to each category of ‘Fix’, by looking at data for the past 24 calendar months.	a) Based on capacity of team b) Refer to page #19 for fixes/builds

Can you make the scope matrix available in electronic form?	Yes
With reference to 'The current QA team participates in various Requirement and Design sessions in order to provide a more robust testing strategy earlier in the process', please clarify the exact role/s and responsibility of the QA Team in such participation.	INPRS requires QA participation to understand requirements and design documentation which results in better preparation for QA activities.
With reference to 'Any UAT failure is documented by reason and reviewed', please detail such a process. Also, who reviews it at various points in the process?	All UAT Failures are documented and categorized by reason such as Requirements issue, Missed Requirement, Defect, etc. At the end of each month, the IT Solution Delivery Director is provided a report to anticipate patterns that need addressed.
<p>a) Does INPRS have a dedicated Release manager? Can you share the detailed release calendars along with environment and components of each release bundle clearly laid down?</p> <p>b) Does INPRS have dedicated Change manager & configuration manager? Can you share the Change management and configuration management process?</p> <p>c) Can you share a detailed description of the INPRS UAT process? What are the roles & responsibilities of INPRS FTE's and current vendor FTE's?</p>	<p>a) Yes INPRS has a dedicated Release manager. Sharing release calendar is not necessary at this stage.</p> <p>b) Yes. Sharing this information is not required at this stage.</p> <p>c) INPRS QA Manager will provide oversight to the QA process and assists the business in the UAT process.</p> <p>Roles and Responsibilities of FTE's and current vendor FTE's:</p> <p>Develop test scripts</p> <p>System testing</p> <p>Assist business users in UST process</p> <p>Participate in requirements/design reviews</p>
With reference to 'It is expected that the	Respondents should reply to the what as requested

Scope Matrix will evolve based on the service provider's solution proposed and will be accepted before being incorporated into the final agreement for Services', does the Respondent have flexibility to propose changes to the 'What' as well (apart from the 'How')?	as this is critical to how the response will be evaluated. The Respondent is also able to offer alternate solutions for consideration in what is delivered.
<p>a) Please confirm if the allocation of responsibilities indicated between 'SP' and 'INPRS' is based on an assumption of steady state, i.e. the incumbent vendor and relevant INPRS team/s having completed the transition to the new 'SP'?</p> <p>b) Is the Respondent allowed to alter the 'Principal Activities' list, including clustering such activities, in order to enhance the efficacy of the proposed solution and delivery of such services?</p>	<p>a) Yes</p> <p>b) Open for discussions as part of response.</p>
"Provide overall INPRS testing strategy and architecture" is listed as an INPRS responsibility. Is it mandatory to follow this "testing strategy"? or does the vendor have discretion /choice in this?	Open for suggestions but the basic tenets of the strategy will have to be met in some demonstratable fashion.
Describe INPRS Test Data creation and maintenance process, including stated goals and measures if any. Is the vendor responsible for Test Data only for UAT or for all test types?	INPRS is responsible for test data
What standards are specified by INPRS for test scripts? Is this mandatory for the vendor to follow or can a format/standard be proposed?	INPRS is open for suggestions and sees this type of knowledge transfer as a component of the managed services partnership.
Is Usability Testing included in scope?	Considered as part of system testing.
What is INPRS measure & metric for "coverage"? What is INPRS measure & metric for "complexity"?	INPRS has no specific measures.
Who has responsibility for impact analysis?	INPRS
Does INPRS conduct refactoring or re-	

architecting based on impact analysis?	Yes
Please list which, if any, of the listed 'Principal Activities' are currently reviewed by end users of INPRS system/s?	End users write the UAT test scripts and subsequently execute them.
<p>a) Given INPRS's stated intent to encourage creativity and innovation, will INPRS be open to allowing the Respondent, if need be, to propose an Outcome based pricing using 'Quality Assurance' related 'Principal Activities' as the key pricing head, with all other activities rolling into it?</p> <p>b) In the past 4 years, has any independent Quality Assurance Audit and/ Process Review been carried out? Please share results, if Yes.</p>	<p>a) Respondent is open to propose any alternatives they feel would add value to the conversation as long as they also respond to the specific pricing as originally requested.</p> <p>b) No</p>
With reference to 'Describe your organization's approach with transition to another service provider or back in-house at the end of the contract', is the expectation to evaluate the Respondent's ability to 'Build-Own-Operate-Transfer' or 'Build-Operate-Transfer'? To that extent the ownership of tools and processes will vary (Refer: 'What happens with tools and processes'?)	INPRS is interested in how the Respondent would see the activities and responsibilities surrounding the ending of a managed services agreement.
With reference to 'What is the service provider's suggested approach for transition governance?' is there an earlier standard, approach at INPRS that can be referenced by the Respondent? If so, please share details.	No
<p>a) Please share at least one sample report from each report type, listed under 'Description'.</p> <p>b) Please elaborate on key trends that emerge from these reports in the last 12 months.</p> <p>c) Further, please confirm that these reports can be a point of discussion during the 'Joint solution sessions'.</p>	<p>a) Looking for Respondent to bring these to INPRS as part of their offering.</p> <p>b) QA changes and trends in market place</p> <p>c) Yes</p>
a) Will INPRS disclose the 'Evaluation factors'	In section 4.3, INPRS has provided the only specific

<p>to all respondents?</p> <p>b) If yes, at what stage will it be so shared? And how?</p> <p>c) Further, are these 'Evaluation factors' subset/ part/ whole of 'Specific criteria' (Refer: 4.3, Page 39 of the RFP)?</p>	<p>disclosure at the level of detail that will be provided to respondents</p>
<p>Will INPRS be open to evaluating a proposal for a five year contract if the Respondent is able to demonstrate the merits of such a proposal, in the best interest of all parties to truly reap gains from a Managed Services model during and through such a period?</p>	<p>The intent of the proposal request is to receive the best offer from each vendor based on the established criteria. The length of term of the contract could be a point of negotiation upon award.</p>
<p>The Respondent has a US wide training and career development program for inner city minority women, transitioning them into careers for QA and IT. However, the Respondent firm is not a 'minority, woman, and disabled-owned' firm. In light of the above, would INPRS view staffing on the project involving minority women, if so embarked upon by the Respondent, favorably and in line with 4.2?</p>	<p>Section 4.2 relates to state standards for MBE/WBE businesses. If the Respondent is MBE/WBE certified, it should provide such certification. Respondent should feel free to provide any and all pertinent information about their workforce that they feel adds value to INPRS' understanding of their response.</p>
<p>Please confirm that Section 13 will be effective only for those parts/ whole of responses marked "Confidential" as per 1.1</p>	<p>Yes</p>
<p>In case of provision to set up an off-site (Offsite-Indiana) or near-site (Offsite-Other US) facility to effect delivery of services, will the rental for such a premise qualify as an exception for INPRS to pay the Contractor in advance, as in reference to 'Any provision requiring payment in advance, except for rent'?</p>	<p>No, INPRS offers on-site space as needed. INPRS expects all costs to be built into the pricing and does not anticipate paying for rent.</p>
<p>With reference to 'The Contractor shall be paid at the rate of _____ for performing the duties set forth above...', please confirm that INPRS is open to revisiting and reviewing this clause in case of a Fixed Bid and/ non rate-based contracts.</p>	<p>This is a provision of our sample base contract included in the RFP. We encourage creativity in alternative pricing to align with the proposed solution. Please reference Section 2.4 of the RFP for additional information.</p>
<p>With reference to 'Should the Contractor fail to continue to perform its responsibilities regarding all nondisputed work, without delay, any additional costs incurred by the System or the Contractor as a result of such failure to</p>	<p>If Contractor fails to perform its responsibilities and INPRS incurs costs as a result of that non-performance, INPRS may hold the Contractor liable</p>

proceed shall be borne by the Contractor, and the Contractor shall make no claim against the System for such costs', please confirm whether this is an unlimited liability for the Contractor.	for those costs.
Please confirm that 'All documents, records, programs, data, film, tape, articles, memoranda, and other materials developed or licensed by the Contractor prior to execution of this Contract' and re-used and/ extensively leveraged for execution of this Contract will not qualify as "work for hire".	Materials owned or licensed by Contractor prior to execution of this Contract will not be considered "work for hire." Materials developed under the contract will be treated as "work for hire."
Are you looking to replace your current vendor? Since I am new at this--It looks like the State is required to bid this out so I was not sure if there was a dissatisfaction issue. (not sure you can share this but thought I would ask).	INPRS is looking for vendors who can provide all required services which is not how past services were delivered.
Is the July 1 date the date that transition starts, or the date when transition should be completed?	INPRS has established this date as the target for transition to be completed.
Is there a preference given to staffing this with Indiana based employees? If so, is the existing employee that would convert to the vendor's employee expecting to remain in the building?	The existing employee is Indiana based. We look to the Vendor to respond as to how that fits into their proposed solution with regards if he is onsite or in another facility.

2. General questions related to the RFP

Section/ Reference	Question/ Clarification
Does INPRS maintain production measures such as incident rate, problems, resolution, failures, etc.? If so, are you willing to share the same?	Yes Not required for RFP response
Does INPRS conduct analysis on production data to relate failures with defects, tracing the same to specific systems, modules and	In some cases. Not required for RFP response

components? If so, can this be shared?	
How does INPRS measure “level of quality” of its systems?	Currently not in place
What are the current Quality levels of each INPRS system, as defined by its measures?	Not available
Is INPRS willing to share project artifacts including configuration items and source code for advanced quality analysis?	RFP responses should be based on materials furnished to date.
What is the Level of Quality of INPRS systems post development – but prior to QA and testing and debugging?	Currently not in place
How much was paid for these services by the current vendor, iLab, for the past two years?	This information is not available as the current vendor has not supplied all of the RFP requested services in the past. Their efforts have been under a staff augmentation model only.
Will current vendor iLab be allowed to compete for this renewal contract?	This RFP is open to all interested parties.
What is the budget for these services for each of the next two years?	This budget has not been determined yet and will be based upon results of the RFP process.
Please provide a copy of the RFP in MS Word format.	INPRS has released RFP 14-15 for Software Quality Assurance Managed services. It is available in PDF and Word format here: http://www.in.gov/inprs/quoting.htm . If you have issues with downloading the file, please inform our Procurement staff.